

BAB VI

KESIMPULAN DAN SARAN

6.1 Kesimpulan

Berdasarkan hasil penelitian yang dilakukan dan pembahasan pada bab sebelumnya, diperoleh kesimpulan sebagai berikut :

1. Tingkat kepuasan penumpang terhadap pelayanan fasilitas di jalur kedatangan bandar udara internasional Presidente Nicolau Lobato ditinjau dari :
 - a. *Baggage conveyor belt*, ada beberapa faktor yang penumpang merasa puas dengan pelaksanaannya karena sudah sesuai kepentingan penumpang, yaitu tingkat kecepatan dalam pengambilan bagasi, posisi peletakannya dan tingkat ketertiban dalam pengambilan bagasi. Selain itu penumpang juga merasa belum puas dengan jumlah *baggage conveyor belt* dan tingkat kelayakannya karena pelaksanaannya belum sesuai.
 - b. *Hall* (ruang) kedatangan, terdapat beberapa faktor yang pelaksanaannya dilakukan dengan baik sehingga memuaskan penumpang namun kurang penting. Faktor-faktor tersebut adalah kebersihan di dalam ruang kedatangan, tingkat keamanan dan kelengkapan fasilitas di dalam ruang kedatangan. Adapun beberapa faktor yang pelaksanaannya belum memuaskan penumpang yaitu tingkat pelayanan terhadap pengunjung di ruang kedatangan dan ruang kedatangannya masih kurang luas.
 - c. Rambu, penumpang merasa puas dengan ketinggian peletakan rambu sehingga memudahkan penumpang dalam membaca dan memahami warna

dan bentuk huruf rambu. Ketepatan dalam menggunakan simbol/huruf sudah baik. Penumpang juga merasa puas dengan jumlah rambu yang digunakan dan posisi peletakan rambu karena pelaksanaannya baik namun kurang penting.

- d. Fasilitas umum/*toilet*, penumpang merasa puas dengan faktor-faktor yang termasuk disini karena pelaksanaannya sudah sesuai dan perlu dipertahankan pelaksanaannya.
- e. *Facility of custom immigration quarantine*, faktor ini perlu ditangani lebih serius karena sangat penting tapi kenyataannya belum memuaskan penumpang karena sikap petugas tidak ramah, tingkat pelayanannya kurang praktis dan lama.
- f. *Baggage claim area*, faktor ini belum memuaskan penumpang karena tempatnya kurang luas sehingga perlu ditangani lebih serius atau diprioritaskan karena dinilai sangat penting.

2. Sehubungan dengan kepuasan dan kepentingan penumpang maka :

- a. Bagian yang perlu dipertahankan pelaksanaannya karena sudah sesuai dengan kepentingan sehingga memuaskan penumpang adalah posisi peletakan *baggage conveyor belt*, tingkat kecepatan dalam pengambilan bagasi, tingkat ketertiban dalam proses pengambilan bagasi, jarak pandang peletakan rambu, kelengkapan fasilitas toilet dan ketersediaan air di *toilet*. Adapun bagian-bagian yang pelaksanaannya dilakukan dengan baik namun kurang penting tetapi sangat memuaskan bagi penumpang, yaitu kelengkapan fasilitas (pusat oleh-oleh, ATM, tempat makan) di area

kedatangan, kebersihan di dalam ruang kedatangan, keamanan di ruang kedatangan, jumlah rambu, kemudahan dalam membaca rambu, posisi peletakan rambu, ketepatan dalam menggunakan simbol/bentuk rambu, kebersihan *toilet*, perawatan peralatan pada *toilet*, total meja pemeriksaan paspor dan tingkat ketertiban dalam proses pemeriksaan paspor.

- b. Bagian yang harus dikembangkan atau perlu ditangani lebih serius adalah jumlah *baggage conveyor belt*, tingkat kelayakan *baggage conveyor belt*, luas ruang kedatangan, tingkat pelayanan terhadap pengunjung, luas ruang imigrasi, tingkat pelayanan pemeriksaan paspor, tingkat kenyamanan di ruang imigrasi, luas area pengambilan bagasi, tingkat ketertiban dalam proses pemeriksaan paspor sebelum keluar dan lebar pintu keluar. Karena faktor-faktor inilah yang dinilai sangat penting oleh penumpang pada jalur kedatangan bandar udara internasional Presidente Nicolau Lobato, sedangkan pada kenyataannya belum memuaskan, sehingga penumpang pada jalur kedatangan belum merasa puas dengan faktor tersebut.

6.2 Saran

Bagi pihak pengelola bandar udara internasional Presidente Nicolau Lobato Dili perlu adanya peningkatan pelayanan fasilitas bandar udara :

1. *Baggage conveyor belt* perlu ditingkatkan kelayakannya dan menambah jumlah *baggage conveyor belt* karena dinilai masih kurang oleh penumpang.

2. *Hall* (ruang) kedatangan perlu ditingkatkan pelayanannya terhadap pengunjung di bandar udara dan memperluas ruang kedatangan.
3. Perlu meningkatkan pelayanan dalam pemeriksaan paspor sehingga penumpang menjadi lebih nyaman dan tidak terjadi antrian yang panjang.
4. *Baggage claim area* perlu diperluas pada area pengambilan bagasi, memperlebar lebar pintu keluar dari ruang pengambilan bagasi.

Dengan demikian fasilitas yang ada dapat sesuai dengan persyaratan teknis pengoperasian fasilitas sisi darat, dan pada akhirnya dapat memberikan kepuasan kepada setiap pengguna fasilitas pada jalur kedatangan bandar udara internasional Presidente Nicolau Lobato Dili.

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FORMULIR KUESIONER
ANALISIS KEPUASAN PENUMPANG TERHADAP
TINGKAT PELAYANAN FASILITAS DI BANDAR UDARA
INTERNASIONAL PRESIDENTE NICOLAU LOBATO DILI

Hari / Tanggal :

Berilah tanda (√) pada pilihan jawaban di bawah ini

Data Penumpang :

1. Jenis Kelamin ?
 - a. Laki-laki b. Perempuan
2. Usia anda ?
 - a. <15 tahun b. 15-25 tahun c. 25-35 tahun d. >35 tahun
3. Tujuan Perjalanan ?
 - a. Sekolah/kuliah b. Kerja c. Bisnis/Dinas d. Rekreasi e. Lain-lain

Keterangan :

1. Tingkat kepuasan

Tidak Puas = TP

Kurang Puas = KP

Cukup Puas = CP

Puas = P

Sangat Puas = SP

2. Tingkat kepentingan

Tidak Penting = TP

Kurang Penting = KP

Cukup Penting = CP

Penting = P

Sangat Penting = SP

No	FAKTOR-FAKTOR YANG MEMPENGARUHI KEPUASAN PENUMPANG	TINGKAT KEPUASAN					TINGKAT KEPENTINGAN				
		TP	KP	CP	P	SP	TP	KP	CP	P	SP
A.	<i>Baggage Conveyor Belt</i>										
1.	Puaskah anda dengan jumlah <i>Baggage Conveyor Belt</i> (alat untuk pengambilan bagasi) yang ada di jalur kedatangan Bandar Udara Internasional Presidente Nicolau Lobato.										

Rekap Data Kuisisioner

No	Gender	Usia	Tujuan	TINGKAT KEPUASAN																											Total Skor	
				Baggage Conveyor Belt					Hall (ruang) Kedatangan					Rambu (sign)					Fasilitas Umum/Toilet				Facility of Custom Immigration Quarantine					Baggage Claim Area				
1	2	3	4	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27		
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97	1	3	5	2	2	3	3	3	1	3	2	3	2	2	4	3	3	4	2	3	2	4	1	2	2	3	2	1	1	2	63	
98	2	2	5	2	3	4	2	2	2	3	3	3	3	2	3	4	3	4	3	3	2	4	1	2	2	3	2	2	2	1	70	
99	1	2	4	2	3	3	2	1	2	2	4	4	2	3	2	3	3	4	4	3	3	2	4	2	2	3	3	2	2	1	70	
100	1	2	4	2	2	3	2	2	3	3	3	3	3	4	4	3	3	3	3	3	2	4	1	1	3	3	2	2	2	1	70	
101	2	2	5	3	3	2	2	3	3	3	4	3	2	3	3	2	3	5	3	3	2	4	1	2	3	3	1	2	2	1	71	
102	1	3	4	2	3	2	2	2	2	3	4	4	2	3	3	3	2	5	3	3	3	3	2	2	3	3	1	1	2	1	69	
103	1	3	5	2	4	3	2	3	1	3	4	3	2	2	4	2	3	5	3	4	2	3	1	2	3	3	1	2	2	2	71	
104	2	2	4	2	3	3	3	3	4	3	3	3	3	3	3	2	4	5	3	4	2	4	1	2	2	3	2	2	2	1	75	
105	1	1	4	2	3	3	3	2	2	3	3	2	2	4	3	3	3	5	3	3	2	4	1	1	2	3	2	1	1	1	67	
106	1	2	5	3	3	4	4	2	2	2	2	2	2	3	4	2	2	5	3	4	2	4	1	2	3	2	2	1	1	1	68	
107	2	3	5	3	2	3	3	2	2	2	3	3	2	4	3	3	3	5	3	3	2	4	1	2	3	2	2	1	2	1	69	
108	1	2	4	2	3	3	3	2	2	4	3	3	2	3	4	4	3	4	3	4	2	4	1	3	3	3	1	1	1	1	72	
109	1	2	4	2	3	2	3	2	2	4	3	3	2	3	4	2	3	4	3	4	3	3	1	2	3	3	1	2	1	1	66	
110	1	2	5	2	4	2	2	2	1	2	3	3	3	3	4	2	3	4	3	3	2	3	1	2	3	3	1	2	2	1	66	
111	2	3	4	2	3	3	2	3	2	2	2	3	2	3	4	3	3	3	3	3	2	3	1	1	3	3	2	1	2	2	66	
112	2	2	5	2	3	3	2	2	1	2	2	3	2	3	4	3	3	3	3	3	3	4	1	2	2	3	2	2	2	1	66	
113	2	2	5	2	2	3	3	2	1	3	2	3	3	2	4	3	3	4	3	3	3	4	1	2	3	3	2	2	2	1	69	
114	2	1	4	3	3	2	3	1	2	3	3	3	3	4	4	4	3	5	3	3	2	4	1	3	3	3	1	2	2	2	75	
115	1	3	5	3	3	3	4	1	3	4	2	2	3	3	4	2	3	5	3	3	2	4	2	2	3	3	1	1	2	2	73	
116	1	3	4	3	4	3	3	3	1	2	3	3	2	3	4	2	2	5	3	4	2	4	1	2	3	3	1	2	1	2	71	
117	1	1	4	2	3	3	3	3	3	2	3	3	2	3	4	2	3	5	3	3	2	4	1	1	2	2	1	1	1	1	66	
118	2	2	5	2	3	3	3	3	2	2	4	4	2	3	3	2	3	4	3	3	2	4	1	2	2	2	2	1	1	1	67	
119	2	2	5	2	3	3	2	1	1	3	3	3	2	3	3	2	3	4	3	3	2	4	1	3	3	3	2	2	2	1	67	
120	2	2	5	2	3	3	2	2	2	3	3	3	2	2	4	2	4	5	3	3	2	3	1	3	3	3	2	2	2	1	70	
121	1	2	4	3	2	4	2	3	2	3	2	3	2	3	4	2	3	5	3	3	2	3	1	2	3	3	2	1	2	1	70	
122	1	3	5	2	2	3	2	2	2	2	2	3	2	4	4	3	3	5	3	3	3	4	1	2	3	3	2	1	2	1	69	
123	2	2	5	2	2	3	2	2	3	2	3	3	2	3	4	2	3	5	3	4	3	4	1	1	3	3	2	2	2	1	70	
124	2	1	5	1	2	2	3	2	2	2	3	4	3	3	3	2	3	4	3	4	3	4	1	1	2	3	1	2	1	1	65	
125	2	3	4	2	3	2	3	2	2	3	3	3	3	4	3	2	3	4	3	3	2	4	1	1	3	3	1	1	1	1	66	
126	1	3	5	2	4	3	4	3	2	3	3	3	3	2	3	2	3	5	3	3	2	3	2	2	3	3	2	1	2	2	73	
127	2	2	5	2	3	3	4	2	2	4	3	3	2	3	4	2	3	5	3	4	2	3	1	2	3	2	2	2	2	1	72	
128	2	2	4	2	2	4	3	2	2	2	3	3	2	3	3	4	4	5	2	3	2	4	1	2	3	2	2	2	2	1	70	
129	2	2	5	2	3	4	3	2	2	2	4	2	3	3	3	3	3	5	3	3	2	4	2	1	2	3	2	1	1	2	70	
130	2	3	5	2	3	4	2	3	2	4	3	2	2	2	4	3	3	4	3	3	3	4	2	2	3	3	1	2	1	1	71	
131	2	2	4	2	4	3	2	1	3	3	3	3	2	3	4	3	3	4	3	3	3	4	1	2	3	3	1	2	2	1	71	
132	1	4	5	2	3	3	3	3	3	3	3	2	3	3	3	3	5	1	3	2	3	1	2	3	3	1	1	2	1	67		
133	2	2	4	1	3	4	3	2	2	3	3	3	2	2	3	3	3	5	3	3	2	3	1	2	3	3	1	2	2	1	69	
134	1	2	5	2	3	3	2	2	3	3	2	2	2	3	4	3	3	5	3	3	2	4	2	2	3	3	2	2	2</			

151	2	2	5	1	2	3	2	2	1	3	3	3	3	2	3	2	3	5	3	3	3	3	1	2	2	3	1	2	1	1	63	
152	1	2	4	1	3	2	2	2	1	2	2	4	2	2	4	2	3	4	3	3	2	4	1	2	3	3	1	2	1	1	62	
153	1	2	4	2	3	3	3	2	2	2	2	3	2	4	3	2	4	5	3	3	3	4	2	3	3	3	1	2	2	1	72	
154	2	3	5	2	4	3	3	3	1	2	2	2	3	2	2	3	2	3	5	3	3	3	4	2	2	3	3	2	2	1	70	
155	1	2	4	2	3	2	4	2	3	4	2	3	3	3	3	3	3	5	3	4	3	4	1	1	3	3	2	2	2	1	74	
156	2	2	4	3	3	3	3	1	1	2	3	3	3	3	4	2	3	5	3	3	3	4	1	2	3	3	2	2	2	1	71	
157	1	2	5	2	2	2	3	3	2	2	3	2	2	3	4	2	2	5	3	3	3	4	1	2	2	3	2	2	1	2	67	
158	2	3	4	2	2	3	3	2	3	4	3	2	2	2	3	4	2	3	5	3	3	3	4	1	3	3	3	2	2	1	72	
159	1	3	4	2	3	3	3	2	3	2	2	2	2	2	3	4	2	2	5	3	3	3	3	1	2	3	2	2	1	2	66	
160	1	2	4	2	3	3	2	3	3	2	3	3	2	3	3	2	3	5	3	3	3	4	2	2	3	2	2	2	2	2	72	
161	1	2	5	2	4	2	2	2	2	2	3	3	2	4	3	2	4	3	3	4	3	1	2	3	3	2	3	2	1	2	63	
162	2	2	4	2	3	2	2	2	1	2	2	4	3	3	2	4	3	3	4	2	3	2	3	1	2	3	3	1	2	2	1	66
163	2	2	4	2	3	3	3	3	3	2	3	2	2	3	4	2	3	4	3	3	3	4	1	2	3	3	1	2	1	1	69	
164	2	2	4	1	3	3	3	2	3	2	2	2	2	2	3	3	3	5	3	3	3	4	1	2	3	3	2	1	1	1	67	
165	1	4	4	2	2	4	4	3	3	4	3	4	3	2	3	3	3	4	3	3	3	3	1	2	3	3	2	1	2	1	74	
166	1	3	5	2	3	3	3	3	3	3	3	3	3	2	4	3	3	4	3	3	3	3	1	2	3	3	2	2	2	1	73	
167	2	2	4	2	3	3	3	3	2	3	4	3	2	2	4	3	3	4	3	4	2	4	1	2	3	3	2	2	2	2	74	
168	1	2	5	3	2	2	3	3	3	2	3	2	2	2	3	2	3	4	3	3	2	4	1	1	3	3	2	1	2	1	65	
169	2	2	4	2	2	3	2	2	3	2	3	3	2	2	3	2	3	5	3	3	3	4	1	2	3	2	1	1	1	2	65	
170	2	3	4	2	2	3	2	2	3	2	2	3	2	4	3	2	5	3	3	3	4	2	2	3	3	1	1	1	1	1	67	
171	1	3	4	2	2	4	3	3	3	2	3	3	2	2	4	2	3	4	1	3	3	4	1	2	3	3	2	2	2	2	70	
172	2	3	4	2	3	3	3	2	3	2	3	2	2	2	4	3	3	5	3	4	3	4	2	2	2	2	2	2	2	2	72	
173	2	2	4	2	3	3	4	2	1	4	4	2	3	2	4	2	3	5	3	3	3	4	2	2	3	2	2	2	1	1	72	
174	2	2	4	2	2	2	3	2	2	2	3	2	3	2	4	3	3	5	3	4	3	4	2	2	3	3	2	2	2	2	71	
175	2	2	4	2	2	3	3	3	3	2	3	3	3	2	3	4	2	3	5	3	4	3	4	1	2	3	3	2	2	2	2	75
Mean				2.046	2.703	2.931	2.651	2.149	2.171	2.640	2.966	2.846	2.371	2.743	3.549	2.634	2.994	4.526	2.629	3.269	2.520	3.760	1.171	1.903	2.714	2.720	1.611	1.651	1.526	1.166		
Mean Perkelompok				2.496				2.599				3.289				3.044				2.024				1.448								
Standar Deviasi				0.501	0.609	0.621	0.651	0.617	0.707	0.696	0.633	0.581	0.485	0.676	0.499	0.580	0.448	0.623	0.582	0.444	0.501	0.428	0.378	0.543	0.453	0.450	0.489	0.478	0.501	0.373		
Standar Deviasi Perkelompok				0.600				0.620				0.565				0.489				0.463				0.451								
Rank				5	2	1	3	4	5	3	1	2	4	4	2	5	3	1	3	2	4	1	5	3	2	1	4	1	2	2	3	
r hitung				0.2291	0.2407	0.310865	0.353	0.154	0.251	0.319	0.289	0.174	0.173	0.306	0.245	0.241	0.169	0.348	0.203	0.186	0.185	0.177	0.276	0.259	0.176	0.168	0.280	0.161	0.362	0.160		

Correlations

Tingkat Kepuasan

		Correlations					
		Q1	Q2	Q3	Q4	Q5	Q6
Q1	Pearson Correlation	1	-,068	,084	,155 [*]	-,078	,059
	Sig. (2-tailed)		,369	,269	,041	,305	,438
	N	175	175	175	175	175	175
Q2	Pearson Correlation	-,068	1	-,039	-,031	,057	-,055
	Sig. (2-tailed)	,369		,609	,686	,454	,473
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,084	-,039	1	,182 [*]	,072	-,012
	Sig. (2-tailed)	,269	,609		,016	,345	,871
	N	175	175	175	175	175	175
Q4	Pearson Correlation	,155 [*]	-,031	,182 [*]	1	,015	-,057
	Sig. (2-tailed)	,041	,686	,016		,842	,456
	N	175	175	175	175	175	175
Q5	Pearson Correlation	-,078	,057	,072	,015	1	,020
	Sig. (2-tailed)	,305	,454	,345	,842		,789
	N	175	175	175	175	175	175
Q6	Pearson Correlation	,059	-,055	-,012	-,057	,020	1
	Sig. (2-tailed)	,438	,473	,871	,456	,789	
	N	175	175	175	175	175	175
Q7	Pearson Correlation	,031	,031	,168 [*]	,115	-,049	,115
	Sig. (2-tailed)	,684	,685	,026	,131	,522	,131
	N	175	175	175	175	175	175
Q8	Pearson Correlation	,059	,018	-,021	,054	-,002	,039
	Sig. (2-tailed)	,435	,812	,787	,474	,983	,609
	N	175	175	175	175	175	175
Q9	Pearson Correlation	-,134	,162 [*]	-,014	-,113	,112	,065
	Sig. (2-tailed)	,078	,032	,859	,138	,139	,395
	N	175	175	175	175	175	175
Q10	Pearson Correlation	-,047	-,033	-,010	,012	-,051	-,036
	Sig. (2-tailed)	,539	,666	,892	,875	,502	,636
	N	175	175	175	175	175	175
Q11	Pearson Correlation	,188 [*]	,107	-,015	,109	-,032	,009
	Sig. (2-tailed)	,013	,161	,845	,152	,675	,910
	N	175	175	175	175	175	175

Q12	Pearson Correlation	,106	,086	-,008	-,045	,032	-,024
	Sig. (2-tailed)	,162	,260	,919	,555	,670	,755
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
Q1	Pearson Correlation	,031	,059	-,134	-,047 [*]	,188	,106
	Sig. (2-tailed)	,684	,435	,078	,539	,013	,162
	N	175	175	175	175	175	175
Q2	Pearson Correlation	,031	,018	,162	-,033	,107	,086
	Sig. (2-tailed)	,685	,812	,032	,666	,161	,260
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,168	-,021	-,014	-,010 [*]	-,015	-,008
	Sig. (2-tailed)	,026	,787	,859	,892	,845	,919
	N	175	175	175	175	175	175
Q4	Pearson Correlation	,115 [*]	,054	-,113 [*]	,012	,109	-,045
	Sig. (2-tailed)	,131	,474	,138	,875	,152	,555
	N	175	175	175	175	175	175
Q5	Pearson Correlation	-,049	-,002	,112	-,051	-,032	,032
	Sig. (2-tailed)	,522	,983	,139	,502	,675	,670
	N	175	175	175	175	175	175
Q6	Pearson Correlation	,115	,039	,065	-,036	,009	-,024
	Sig. (2-tailed)	,131	,609	,395	,636	,910	,755
	N	175	175	175	175	175	175
Q7	Pearson Correlation	1	,037	,004 [*]	,160	-,088	-,024
	Sig. (2-tailed)		,627	,958	,034	,247	,754
	N	175	175	175	175	175	175
Q8	Pearson Correlation	,037	1	-,046	,098	-,021	-,013
	Sig. (2-tailed)	,627		,549	,197	,785	,866
	N	175	175	175	175	175	175
Q9	Pearson Correlation	,004	-,046 [*]	1	,082	,015	,036
	Sig. (2-tailed)	,958	,549		,280	,839	,637
	N	175	175	175	175	175	175
Q10	Pearson Correlation	,160	,098	,082	1	-,093	-,016
	Sig. (2-tailed)	,034	,197	,280		,222	,837
	N	175	175	175	175	175	175
Q11	Pearson Correlation	-,088 [*]	-,021	,015	-,093	1	-,005
	Sig. (2-tailed)	,247	,785	,839	,222		,944

Q12	N	175	175	175	175	175	175
	Pearson Correlation	-,024	-,013	,036	-,016	-,005	1
	Sig. (2-tailed)	,754	,866	,637	,837	,944	
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
Q1	Pearson Correlation	-,001	-,101	,088	-,040 [*]	-,004	-,049
	Sig. (2-tailed)	,985	,183	,245	,599	,960	,516
	N	175	175	175	175	175	175
Q2	Pearson Correlation	-,049	-,027	-,086	,125	-,001	-,037
	Sig. (2-tailed)	,519	,720	,259	,100	,992	,628
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,137	,102	,183	,040 [*]	-,120	-,014
	Sig. (2-tailed)	,070	,180	,016	,595	,113	,854
	N	175	175	175	175	175	175
Q4	Pearson Correlation	,011 [*]	,033	,143 [*]	-,040	,067	,066
	Sig. (2-tailed)	,890	,669	,060	,596	,377	,389
	N	175	175	175	175	175	175
Q5	Pearson Correlation	-,136	-,038	,050	-,022	-,021	-,028
	Sig. (2-tailed)	,072	,613	,513	,777	,787	,710
	N	175	175	175	175	175	175
Q6	Pearson Correlation	,014	,039	,160	-,054	,017	,071
	Sig. (2-tailed)	,858	,605	,035	,478	,821	,348
	N	175	175	175	175	175	175
Q7	Pearson Correlation	,085	,122	-,091 [*]	,023	,017	-,119
	Sig. (2-tailed)	,265	,107	,231	,765	,822	,116
	N	175	175	175	175	175	175
Q8	Pearson Correlation	-,003	,060	,104	,012	,115	-,034
	Sig. (2-tailed)	,968	,430	,170	,874	,131	,655
	N	175	175	175	175	175	175
Q9	Pearson Correlation	,070	,041 [*]	,003	-,017	-,039	-,039
	Sig. (2-tailed)	,355	,593	,968	,818	,609	,611
	N	175	175	175	175	175	175
Q10	Pearson Correlation	,098	,036	-,022	,064	,068	,028
	Sig. (2-tailed)	,199	,634	,770	,399	,372	,709
	N	175	175	175	175	175	175
Q11	Pearson Correlation	,067 [*]	-,043	,132	,092	-,037	,058

	Sig. (2-tailed)	,381	,574	,082	,226	,630	,448
	N	175	175	175	175	175	175
	Pearson Correlation	,002	-,114	-,009	-,027	,032	,186
Q12	Sig. (2-tailed)	,977	,132	,909	,727	,679	,014
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
	Pearson Correlation	,025	,080	,101	,058 ⁺	,006	-,021
Q1	Sig. (2-tailed)	,746	,294	,184	,447	,936	,783
	N	175	175	175	175	175	175
	Pearson Correlation	-,077	-,052	,121	,003	,093	-,081
Q2	Sig. (2-tailed)	,313	,494	,112	,969	,221	,286
	N	175	175	175	175	175	175
	Pearson Correlation	,024	,050	-,003	,012 ⁺	-,028	,101
Q3	Sig. (2-tailed)	,751	,508	,970	,878	,714	,184
	N	175	175	175	175	175	175
	Pearson Correlation	,007 ⁺	,081	,066 ⁺	,089	-,060	,186
Q4	Sig. (2-tailed)	,922	,288	,384	,241	,427	,014
	N	175	175	175	175	175	175
	Pearson Correlation	-,082	-,011	-,008	-,176	-,077	,021
Q5	Sig. (2-tailed)	,282	,882	,915	,020	,311	,782
	N	175	175	175	175	175	175
	Pearson Correlation	,023	-,003	-,121	-,080	-,029	,094
Q6	Sig. (2-tailed)	,765	,968	,110	,296	,704	,215
	N	175	175	175	175	175	175
	Pearson Correlation	,075	,105	,044 ⁺	,036	,025	-,059
Q7	Sig. (2-tailed)	,325	,167	,565	,632	,743	,440
	N	175	175	175	175	175	175
	Pearson Correlation	,012	,193	-,026	-,034	-,054	,012
Q8	Sig. (2-tailed)	,876	,011	,728	,652	,478	,871
	N	175	175	175	175	175	175
	Pearson Correlation	-,011	-,114 ⁺	-,066	-,059	,076	-,091
Q9	Sig. (2-tailed)	,884	,132	,386	,436	,321	,232
	N	175	175	175	175	175	175
	Pearson Correlation	-,039	,184	,007	-,168	,058	-,139
Q10	Sig. (2-tailed)	,611	,015	,928	,026	,446	,066
	N	175	175	175	175	175	175

Q11	Pearson Correlation	,103 [*]	-,074	,072	,021	,140	,148
	Sig. (2-tailed)	,174	,331	,341	,778	,065	,050
	N	175	175	175	175	175	175
Q12	Pearson Correlation	,136	-,014	,113	,062	,023	,054
	Sig. (2-tailed)	,074	,855	,137	,417	,768	,476
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
Q1	Pearson Correlation	-,149	,018	,144	,229 [*]
	Sig. (2-tailed)	,049	,811	,058	,002
	N	175	175	175	175
Q2	Pearson Correlation	,057	,119	,092	,241
	Sig. (2-tailed)	,456	,115	,228	,001
	N	175	175	175	175
Q3	Pearson Correlation	-,139	,006	,049	,311 [*]
	Sig. (2-tailed)	,067	,940	,517	,000
	N	175	175	175	175
Q4	Pearson Correlation	-,042 [*]	,107	-,021 [*]	,353
	Sig. (2-tailed)	,583	,159	,782	,000
	N	175	175	175	175
Q5	Pearson Correlation	,040	,062	,167	,154
	Sig. (2-tailed)	,597	,415	,027	,042
	N	175	175	175	175
Q6	Pearson Correlation	-,026	,085	-,021	,251
	Sig. (2-tailed)	,730	,264	,781	,001
	N	175	175	175	175
Q7	Pearson Correlation	,001	,035	,032 [*]	,319
	Sig. (2-tailed)	,993	,646	,675	,000
	N	175	175	175	175
Q8	Pearson Correlation	,207	,021	,000	,289
	Sig. (2-tailed)	,006	,784	,999	,000
	N	175	175	175	175
Q9	Pearson Correlation	-,009	,142 [*]	-,093	,174
	Sig. (2-tailed)	,911	,061	,219	,021
	N	175	175	175	175
Q10	Pearson Correlation	,016	,020	-,056	,173
	Sig. (2-tailed)	,830	,797	,459	,022

	N	175	175	175	175
	Pearson Correlation	-,048 ⁺	-,040	-,035	,306
Q11	Sig. (2-tailed)	,530	,601	,644	,000
	N	175	175	175	175
	Pearson Correlation	,083	,104	,003	,245
Q12	Sig. (2-tailed)	,272	,170	,970	,001
	N	175	175	175	175

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6
	Pearson Correlation	-,001	-,049	,137	,011 ⁺	-,136	,014
Q13	Sig. (2-tailed)	,985	,519	,070	,890	,072	,858
	N	175	175	175	175	175	175
	Pearson Correlation	-,101	-,027	,102	,033	-,038	,039
Q14	Sig. (2-tailed)	,183	,720	,180	,669	,613	,605
	N	175	175	175	175	175	175
	Pearson Correlation	,088	-,086	,183	,143 ⁺	,050	,160
Q15	Sig. (2-tailed)	,245	,259	,016	,060	,513	,035
	N	175	175	175	175	175	175
	Pearson Correlation	-,040 ⁺	,125	,040 ⁺	-,040	-,022	-,054
Q16	Sig. (2-tailed)	,599	,100	,595	,596	,777	,478
	N	175	175	175	175	175	175
	Pearson Correlation	-,004	-,001	-,120	,067	-,021	,017
Q17	Sig. (2-tailed)	,960	,992	,113	,377	,787	,821
	N	175	175	175	175	175	175
	Pearson Correlation	-,049	-,037	-,014	,066	-,028	,071
Q18	Sig. (2-tailed)	,516	,628	,854	,389	,710	,348
	N	175	175	175	175	175	175
	Pearson Correlation	,025	-,077	,024 ⁺	,007	-,082	,023
Q19	Sig. (2-tailed)	,746	,313	,751	,922	,282	,765
	N	175	175	175	175	175	175
	Pearson Correlation	,080	-,052	,050	,081	-,011	-,003
Q20	Sig. (2-tailed)	,294	,494	,508	,288	,882	,968
	N	175	175	175	175	175	175
	Pearson Correlation	,101	,121 ⁺	-,003	,066	-,008	-,121
Q21	Sig. (2-tailed)	,184	,112	,970	,384	,915	,110
	N	175	175	175	175	175	175
Q22	Pearson Correlation	,058	,003	,012	,089	-,176	-,080

	Sig. (2-tailed)	,447	,969	,878	,241	,020	,296
	N	175	175	175	175	175	175
	Pearson Correlation	,006 [*]	,093	-,028	-,060	-,077	-,029
Q23	Sig. (2-tailed)	,936	,221	,714	,427	,311	,704
	N	175	175	175	175	175	175
	Pearson Correlation	-,021	-,081	,101	,186	,021	,094
Q24	Sig. (2-tailed)	,783	,286	,184	,014	,782	,215
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
	Pearson Correlation	,085	-,003	,070	,098 [*]	,067	,002
Q13	Sig. (2-tailed)	,265	,968	,355	,199	,381	,977
	N	175	175	175	175	175	175
	Pearson Correlation	,122	,060	,041	,036	-,043	-,114
Q14	Sig. (2-tailed)	,107	,430	,593	,634	,574	,132
	N	175	175	175	175	175	175
	Pearson Correlation	-,091	,104	,003	-,022 [*]	,132	-,009
Q15	Sig. (2-tailed)	,231	,170	,968	,770	,082	,909
	N	175	175	175	175	175	175
	Pearson Correlation	,023 [*]	,012	-,017 [*]	,064	,092	-,027
Q16	Sig. (2-tailed)	,765	,874	,818	,399	,226	,727
	N	175	175	175	175	175	175
	Pearson Correlation	,017	,115	-,039	,068	-,037	,032
Q17	Sig. (2-tailed)	,822	,131	,609	,372	,630	,679
	N	175	175	175	175	175	175
	Pearson Correlation	-,119	-,034	-,039	,028	,058	,186
Q18	Sig. (2-tailed)	,116	,655	,611	,709	,448	,014
	N	175	175	175	175	175	175
	Pearson Correlation	,075	,012	-,011 [*]	-,039	,103	,136
Q19	Sig. (2-tailed)	,325	,876	,884	,611	,174	,074
	N	175	175	175	175	175	175
	Pearson Correlation	,105	,193	-,114	,184	-,074	-,014
Q20	Sig. (2-tailed)	,167	,011	,132	,015	,331	,855
	N	175	175	175	175	175	175
	Pearson Correlation	,044	-,026 [*]	-,066	,007	,072	,113
Q21	Sig. (2-tailed)	,565	,728	,386	,928	,341	,137
	N	175	175	175	175	175	175

Q22	Pearson Correlation	,036	-,034	-,059	-,168	,021	,062
	Sig. (2-tailed)	,632	,652	,436	,026	,778	,417
	N	175	175	175	175	175	175
Q23	Pearson Correlation	,025 [*]	-,054	,076	,058	,140	,023
	Sig. (2-tailed)	,743	,478	,321	,446	,065	,768
	N	175	175	175	175	175	175
Q24	Pearson Correlation	-,059	,012	-,091	-,139	,148	,054
	Sig. (2-tailed)	,440	,871	,232	,066	,050	,476
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
Q13	Pearson Correlation	1	,124	-,053	-,030 [*]	,026	-,034
	Sig. (2-tailed)		,101	,484	,692	,728	,655
	N	175	175	175	175	175	175
Q14	Pearson Correlation	,124	1	,093	-,074	-,021	-,038
	Sig. (2-tailed)	,101		,221	,329	,782	,619
	N	175	175	175	175	175	175
Q15	Pearson Correlation	-,053	,093	1	,003 [*]	,089	,021
	Sig. (2-tailed)	,484	,221		,972	,242	,779
	N	175	175	175	175	175	175
Q16	Pearson Correlation	-,030 [*]	-,074	,003 [*]	1	-,079	-,004
	Sig. (2-tailed)	,692	,329	,972		,300	,959
	N	175	175	175	175	175	175
Q17	Pearson Correlation	,026	-,021	,089	-,079	1	,092
	Sig. (2-tailed)	,728	,782	,242	,300		,227
	N	175	175	175	175	175	175
Q18	Pearson Correlation	-,034	-,038	,021	-,004	,092	1
	Sig. (2-tailed)	,655	,619	,779	,959	,227	
	N	175	175	175	175	175	175
Q19	Pearson Correlation	,015	,023	,002 [*]	,078	,099	,022
	Sig. (2-tailed)	,846	,765	,982	,302	,192	,768
	N	175	175	175	175	175	175
Q20	Pearson Correlation	,025	,006	,176	,082	,032	,012
	Sig. (2-tailed)	,738	,939	,020	,280	,672	,873
	N	175	175	175	175	175	175
Q21	Pearson Correlation	,051	-,073 [*]	,033	,067	,013	,060
	Sig. (2-tailed)	,505	,337	,666	,378	,860	,431

	N	175	175	175	175	175	175
	Pearson Correlation	,103	-,093	,006	,031	-,045	,000
Q22	Sig. (2-tailed)	,175	,221	,939	,682	,556	1,000
	N	175	175	175	175	175	175
	Pearson Correlation	,002 [*]	,020	-,005	,040	-,110	,012
Q23	Sig. (2-tailed)	,982	,788	,949	,604	,146	,872
	N	175	175	175	175	175	175
	Pearson Correlation	,023	,016	,108	,055	-,019	,102
Q24	Sig. (2-tailed)	,763	,833	,153	,466	,798	,178
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
	Pearson Correlation	,015	,025	,051	,103 [*]	,002	,023
Q13	Sig. (2-tailed)	,846	,738	,505	,175	,982	,763
	N	175	175	175	175	175	175
	Pearson Correlation	,023	,006	-,073	-,093	,020	,016
Q14	Sig. (2-tailed)	,765	,939	,337	,221	,788	,833
	N	175	175	175	175	175	175
	Pearson Correlation	,002	,176	,033	,006 [*]	-,005	,108
Q15	Sig. (2-tailed)	,982	,020	,666	,939	,949	,153
	N	175	175	175	175	175	175
	Pearson Correlation	,078 [*]	,082	,067 [*]	,031	,040	,055
Q16	Sig. (2-tailed)	,302	,280	,378	,682	,604	,466
	N	175	175	175	175	175	175
	Pearson Correlation	,099	,032	,013	-,045	-,110	-,019
Q17	Sig. (2-tailed)	,192	,672	,860	,556	,146	,798
	N	175	175	175	175	175	175
	Pearson Correlation	,022	,012	,060	,000	,012	,102
Q18	Sig. (2-tailed)	,768	,873	,431	1,000	,872	,178
	N	175	175	175	175	175	175
	Pearson Correlation	1	,078	,097 [*]	,000	-,142	-,009
Q19	Sig. (2-tailed)		,304	,202	1,000	,061	,908
	N	175	175	175	175	175	175
	Pearson Correlation	,078	1	,082	,053	-,020	,020
Q20	Sig. (2-tailed)	,304		,283	,488	,790	,788
	N	175	175	175	175	175	175
Q21	Pearson Correlation	,097	,082 [*]	1	,027	,076	-,013

	Sig. (2-tailed)	,202	,283		,726	,317	,863
	N	175	175	175	175	175	175
	Pearson Correlation	,000	,053	,027	1	,113	,067
Q22	Sig. (2-tailed)	1,000	,488	,726		,138	,380
	N	175	175	175	175	175	175
	Pearson Correlation	-,142 [*]	-,020	,076	,113	1	,051
Q23	Sig. (2-tailed)	,061	,790	,317	,138		,501
	N	175	175	175	175	175	175
	Pearson Correlation	-,009	,020	-,013	,067	,051	1
Q24	Sig. (2-tailed)	,908	,788	,863	,380	,501	
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
	Pearson Correlation	-,069	,092	-,064	,241 [*]
Q13	Sig. (2-tailed)	,367	,227	,403	,001
	N	175	175	175	175
	Pearson Correlation	,071	,065	-,063	,169
Q14	Sig. (2-tailed)	,350	,395	,407	,025
	N	175	175	175	175
	Pearson Correlation	-,018	,030	-,056	,348 [*]
Q15	Sig. (2-tailed)	,813	,693	,466	,000
	N	175	175	175	175
	Pearson Correlation	-,076 [*]	-,016	,020 [*]	,203
Q16	Sig. (2-tailed)	,320	,830	,788	,007
	N	175	175	175	175
	Pearson Correlation	,119	,008	,146	,186
Q17	Sig. (2-tailed)	,118	,921	,054	,014
	N	175	175	175	175
	Pearson Correlation	,089	-,042	-,064	,185
Q18	Sig. (2-tailed)	,240	,580	,400	,014
	N	175	175	175	175
	Pearson Correlation	,010	-,132	-,001 [*]	,177
Q19	Sig. (2-tailed)	,894	,082	,985	,019
	N	175	175	175	175
	Pearson Correlation	-,017	,037	,123	,276
Q20	Sig. (2-tailed)	,821	,624	,103	,000
	N	175	175	175	175

Q21	Pearson Correlation	,024	-,022 [*]	,023	,259
	Sig. (2-tailed)	,755	,768	,761	,001
	N	175	175	175	175
Q22	Pearson Correlation	,042	,261	,044	,176
	Sig. (2-tailed)	,584	,000	,565	,020
	N	175	175	175	175
Q23	Pearson Correlation	-,029 [*]	,121	-,099	,168
	Sig. (2-tailed)	,705	,110	,194	,026
	N	175	175	175	175
Q24	Pearson Correlation	-,042	,205	,072	,280
	Sig. (2-tailed)	,582	,006	,347	,000
	N	175	175	175	175

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6
Q25	Pearson Correlation	-,149	,057	-,139	-,042 [*]	,040	-,026
	Sig. (2-tailed)	,049	,456	,067	,583	,597	,730
	N	175	175	175	175	175	175
Q26	Pearson Correlation	,018	,119	,006	,107	,062	,085
	Sig. (2-tailed)	,811	,115	,940	,159	,415	,264
	N	175	175	175	175	175	175
Q27	Pearson Correlation	,144	,092	,049	-,021 [*]	,167	-,021
	Sig. (2-tailed)	,058	,228	,517	,782	,027	,781
	N	175	175	175	175	175	175
Total	Pearson Correlation	,229 [*]	,241	,311 [*]	,353	,154	,251
	Sig. (2-tailed)	,002	,001	,000	,000	,042	,001
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
Q25	Pearson Correlation	,001	,207	-,009	,016 [*]	-,048	,083
	Sig. (2-tailed)	,993	,006	,911	,830	,530	,272
	N	175	175	175	175	175	175
Q26	Pearson Correlation	,035	,021	,142	,020	-,040	,104
	Sig. (2-tailed)	,646	,784	,061	,797	,601	,170
	N	175	175	175	175	175	175
Q27	Pearson Correlation	,032	,000	-,093	-,056 [*]	-,035	,003

	Sig. (2-tailed)	,675	,999	,219	,459	,644	,970
	N	175	175	175	175	175	175
	Pearson Correlation	,319*	,289	,174*	,173	,306	,245
Total	Sig. (2-tailed)	,000	,000	,021	,022	,000	,001
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
	Pearson Correlation	-,069	,071	-,018	-,076*	,119	,089
Q25	Sig. (2-tailed)	,367	,350	,813	,320	,118	,240
	N	175	175	175	175	175	175
	Pearson Correlation	,092	,065	,030	-,016	,008	-,042
Q26	Sig. (2-tailed)	,227	,395	,693	,830	,921	,580
	N	175	175	175	175	175	175
	Pearson Correlation	-,064	-,063	-,056	,020*	,146	-,064
Q27	Sig. (2-tailed)	,403	,407	,466	,788	,054	,400
	N	175	175	175	175	175	175
	Pearson Correlation	,241*	,169	,348*	,203	,186	,185
Total	Sig. (2-tailed)	,001	,025	,000	,007	,014	,014
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
	Pearson Correlation	,010	-,017	,024	,042*	-,029	-,042
Q25	Sig. (2-tailed)	,894	,821	,755	,584	,705	,582
	N	175	175	175	175	175	175
	Pearson Correlation	-,132	,037	-,022	,261	,121	,205
Q26	Sig. (2-tailed)	,082	,624	,768	,000	,110	,006
	N	175	175	175	175	175	175
	Pearson Correlation	-,001	,123	,023	,044*	-,099	,072
Q27	Sig. (2-tailed)	,985	,103	,761	,565	,194	,347
	N	175	175	175	175	175	175
	Pearson Correlation	,177*	,276	,259*	,176	,168	,280
Total	Sig. (2-tailed)	,019	,000	,001	,020	,026	,000
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
Q25	Pearson Correlation	1	,122	,004	,161 [*]
	Sig. (2-tailed)		,109	,963	,034
	N	175	175	175	175
Q26	Pearson Correlation	,122	1	,054	,362
	Sig. (2-tailed)	,109		,478	,000
	N	175	175	175	175
Q27	Pearson Correlation	,004	,054	1	,160 [*]
	Sig. (2-tailed)	,963	,478		,034
	N	175	175	175	175
Total	Pearson Correlation	,161 [*]	,362	,160 [*]	1
	Sig. (2-tailed)	,034	,000	,034	
	N	175	175	175	175

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Reliability

Tingkat Kepuasan

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	175	100,0
Cases Excluded ^a	0	,0
Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,366	27

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	66,51	11,918	,089	,357
Q2	65,86	11,813	,070	,362
Q3	65,63	11,499	,141	,345
Q4	65,91	11,279	,177	,334
Q5	66,41	12,186	-,021	,383
Q6	66,39	11,722	,053	,368
Q7	65,92	11,396	,127	,347
Q8	65,59	11,587	,113	,351
Q9	65,71	12,102	,009	,375
Q10	66,19	12,119	,037	,367
Q11	65,82	11,472	,120	,349

Q12	65,01	11,862	,107	,354
Q13	65,93	11,828	,078	,360
Q14	65,57	12,144	,043	,366
Q15	64,03	11,332	,180	,335
Q16	65,93	11,984	,039	,369
Q17	65,29	12,093	,061	,363
Q18	66,04	12,073	,044	,366
Q19	64,80	12,126	,056	,363
Q20	67,39	11,883	,174	,346
Q21	66,66	11,778	,108	,353
Q22	65,85	12,120	,048	,365
Q23	65,84	12,147	,041	,366
Q24	66,95	11,750	,146	,346
Q25	66,91	12,164	,026	,369
Q26	67,03	11,447	,230	,329
Q27	67,39	12,194	,055	,363

Rekap Data Kuisioner

N	Gender	Usia	Tujuan	TINGKAT KEPENTINGAN																											Total Skor	
				Baggage Conveyor Belt					Hall (ruang) Kedatangan					Rambu (sign)					Fasilitas Umum/Toilet					Facility of Custom Immigration Quarantine					Baggage Claim Area			
				Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27		
1	1	2	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	5	4	3	4	5	4	3	3	4	4	4	4	102	
2	1	2	4	4	4	4	4	4	4	4	3	4	4	5	3	3	2	3	3	4	4	2	4	5	4	4	4	4	5	5	5	104
3	2	3	5	4	5	4	4	4	4	4	3	4	4	4	3	3	2	3	3	5	4	3	5	5	5	4	4	4	5	4	4	106
4	2	3	4	4	4	5	4	5	4	4	4	4	3	3	4	3	3	2	3	5	3	3	4	5	5	4	4	4	5	4	4	105
5	2	4	4	4	4	4	4	4	4	3	3	4	3	3	3	3	2	3	4	4	4	2	4	4	4	3	4	3	5	3	4	96
6	1	2	4	5	5	4	4	4	4	4	3	3	4	4	4	3	3	3	3	4	4	3	3	5	4	3	3	4	5	3	4	101
7	2	1	4	4	5	4	4	5	4	4	4	4	3	4	3	3	4	4	3	5	3	3	4	5	5	4	3	4	4	4	4	105
8	2	3	5	4	5	5	3	5	5	3	4	3	3	3	4	4	3	3	4	5	3	3	4	3	5	4	3	4	4	4	4	104
9	1	3	4	5	4	4	4	5	5	3	3	3	3	3	3	4	4	4	5	4	4	3	5	5	5	3	4	5	5	5	4	111
10	2	3	4	4	4	4	4	5	4	3	3	4	4	4	3	3	3	4	3	5	4	2	5	4	5	3	4	4	5	4	4	104
11	2	2	4	5	3	4	5	5	3	3	4	4	4	4	4	4	2	3	4	5	4	2	4	4	5	4	4	4	4	5	4	107
12	2	1	4	4	4	3	5	5	4	4	3	3	4	4	2	3	2	3	3	4	4	2	4	5	4	4	3	3	4	3	4	97
13	1	2	5	4	4	4	5	5	5	4	3	3	3	3	3	4	3	3	5	4	4	3	4	4	4	4	3	4	4	4	4	104
14	2	3	4	4	4	4	4	4	4	5	3	4	4	3	3	2	2	3	4	4	4	3	4	5	4	4	4	4	4	4	4	100
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171	1	3	4	4	4	5	5	4	4	4	3	4	4	4	3	3	3	5	4	4	3	5	4	4	4	4	4	4	4	4	107	
172	2	3	4	4	4	4	5	5	5	3	3	3	4	3	3	3	3	4	4	3	3	5	5	4	4	3	4	4	4	5	104	
173	2	2	4	4	4	4	5	5	5	4	3	4	4	3	4	2	3	4	5	4	3	5	4	4	4	4	4	5	3	4	107	
174	2	2	4	4	4	4	4	4	4	3	3	4	5	4	3	3	4	3	5	3	2	5	4	5	4	3	4	5	4	4	104	
175	2	2	4	5	5	4	4	4	4	3	4	4	4	4	3	3	3	4	4	4	5	3	5	5	5	4	4	4	5	3	4	109
Mean				4.22286	4.06857	4.29714	4.21143	4.57714	4.26286	3.31429	3.49143	3.62286	4.12571	3.42286	2.97143	2.84	2.98857	3.91429	4.38286	3.62857	2.64	4.52571	4.6685714	4.65714	3.64	3.47429	4.08	4.61714	3.93143	3.88571		
Mean Perkelompok				4.275				3.763				3.227				3.794				4.104				4.145								
Standar Deviasi				0.43091	0.58318	0.59956	0.65731	0.49543	0.52473	0.46556	0.50136	0.48606	0.59323	0.5069	0.5914	0.5546	0.57724	0.57593	0.564	0.55116	0.48138	0.51212	0.4958282	0.47603	0.48138	0.50077	0.581714	0.48748	0.55283	0.62383		
Standar Deviasi Perkelompok				0.553				0.514				0.561				0.527				0.507				0.555								
Rank				3	5	2	4	1	1	5	4	3	2	2	4	5	3	1	2	3	4	1	1	2	4	5	3	1	2	3		
r hitung				0.16193	0.192	0.321	0.169	0.192	0.168	0.185	0.238	0.239	0.222	0.148	0.202	0.221	0.186	0.262	0.204	0.165	0.232	0.263	0.213	0.229	0.240	0.179	0.278	0.190	0.214	0.161		

Correlations

Tingkat Kepentingan

		Correlations					
		Q1	Q2	Q3	Q4	Q5	Q6
Q1	Pearson Correlation	1	,030	,076	-,086	,040	-,032
	Sig. (2-tailed)		,690	,318	,257	,598	,676
	N	175	175	175	175	175	175
Q2	Pearson Correlation	,030	1	-,091	,172 ⁺	-,078	,016
	Sig. (2-tailed)	,690		,229	,023	,304	,835
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,076	-,091	1	-,204 ^{**}	,116	,097
	Sig. (2-tailed)	,318	,229		,007	,127	,200
	N	175	175	175	175	175	175
Q4	Pearson Correlation	-,086	,172 ⁺	-,204 ^{**}	1	-,094	,005
	Sig. (2-tailed)	,257	,023	,007		,214	,952
	N	175	175	175	175	175	175
Q5	Pearson Correlation	,040	-,078	,116	-,094	1	,098
	Sig. (2-tailed)	,598	,304	,127	,214		,195
	N	175	175	175	175	175	175
Q6	Pearson Correlation	-,032	,016	,097	,005	,098	1
	Sig. (2-tailed)	,676	,835	,200	,952	,195	
	N	175	175	175	175	175	175
Q7	Pearson Correlation	-,093	,005	,034	-,012	,031	-,058
	Sig. (2-tailed)	,219	,949	,654	,877	,681	,447
	N	175	175	175	175	175	175
Q8	Pearson Correlation	,075	,100	,123	-,143	,078	,118
	Sig. (2-tailed)	,321	,187	,104	,060	,306	,120
	N	175	175	175	175	175	175
Q9	Pearson Correlation	-,008	-,091	,091	-,019	-,046	-,172 ⁺
	Sig. (2-tailed)	,916	,233	,231	,805	,549	,023
	N	175	175	175	175	175	175
Q10	Pearson Correlation	,002	,008	,056	-,010	,025	-,125
	Sig. (2-tailed)	,977	,915	,462	,900	,738	,099
	N	175	175	175	175	175	175
Q11	Pearson Correlation	,092	-,099	,133	-,011	,075	-,031
	Sig. (2-tailed)	,224	,194	,080	,884	,322	,680
	N	175	175	175	175	175	175

Q12	Pearson Correlation	,093	-,094	,024	-,117	-,061	-,031
	Sig. (2-tailed)	,222	,215	,752	,122	,422	,682
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
Q1	Pearson Correlation	-,093	,075	-,008	,002	,092	,093
	Sig. (2-tailed)	,219	,321	,916	,977	,224	,222
	N	175	175	175	175	175	175
Q2	Pearson Correlation	,005	,100	-,091	,008 ⁺	-,099	-,094
	Sig. (2-tailed)	,949	,187	,233	,915	,194	,215
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,034	,123	,091	,056 ^{**}	,133	,024
	Sig. (2-tailed)	,654	,104	,231	,462	,080	,752
	N	175	175	175	175	175	175
Q4	Pearson Correlation	-,012	-,143 ⁺	-,019 ^{**}	-,010	-,011	-,117
	Sig. (2-tailed)	,877	,060	,805	,900	,884	,122
	N	175	175	175	175	175	175
Q5	Pearson Correlation	,031	,078	-,046	,025	,075	-,061
	Sig. (2-tailed)	,681	,306	,549	,738	,322	,422
	N	175	175	175	175	175	175
Q6	Pearson Correlation	-,058	,118	-,172	-,125	-,031	-,031
	Sig. (2-tailed)	,447	,120	,023	,099	,680	,682
	N	175	175	175	175	175	175
Q7	Pearson Correlation	1	,024	,019	,002	-,079	,095
	Sig. (2-tailed)		,753	,804	,981	,297	,209
	N	175	175	175	175	175	175
Q8	Pearson Correlation	,024	1	-,037	,216	-,099	,125
	Sig. (2-tailed)	,753		,628	,004	,194	,099
	N	175	175	175	175	175	175
Q9	Pearson Correlation	,019	-,037	1	,165	-,002	,042 ⁺
	Sig. (2-tailed)	,804	,628		,029	,978	,579
	N	175	175	175	175	175	175
Q10	Pearson Correlation	,002	,216	,165	1	,052	-,022
	Sig. (2-tailed)	,981	,004	,029		,498	,768
	N	175	175	175	175	175	175
Q11	Pearson Correlation	-,079	-,099	-,002	,052	1	-,055
	Sig. (2-tailed)	,297	,194	,978	,498		,467

Q12	N	175	175	175	175	175	175
	Pearson Correlation	,095	,125	,042	-,022	-,055	1
	Sig. (2-tailed)	,209	,099	,579	,768	,467	
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
Q1	Pearson Correlation	,102	-,105	-,177	-,188	,060	,084
	Sig. (2-tailed)	,179	,166	,019	,013	,429	,268
	N	175	175	175	175	175	175
Q2	Pearson Correlation	,070	,054	-,102	,094 ⁺	,026	,109
	Sig. (2-tailed)	,360	,481	,178	,214	,732	,151
	N	175	175	175	175	175	175
Q3	Pearson Correlation	-,029	-,023	,058	,002 ^{**}	,040	,094
	Sig. (2-tailed)	,703	,759	,449	,984	,597	,216
	N	175	175	175	175	175	175
Q4	Pearson Correlation	,030	,052 ⁺	,124 ^{**}	-,003	,028	-,031
	Sig. (2-tailed)	,691	,496	,102	,973	,716	,689
	N	175	175	175	175	175	175
Q5	Pearson Correlation	,066	-,017	-,027	,151	-,158	,009
	Sig. (2-tailed)	,385	,823	,722	,046	,037	,909
	N	175	175	175	175	175	175
Q6	Pearson Correlation	,126	-,009	,094	-,051	-,018	,195
	Sig. (2-tailed)	,098	,906	,216	,505	,811	,010
	N	175	175	175	175	175	175
Q7	Pearson Correlation	,040	-,051	-,028	,130	,099	,226
	Sig. (2-tailed)	,599	,505	,717	,086	,192	,003
	N	175	175	175	175	175	175
Q8	Pearson Correlation	,016	-,040	,007	,062	-,251	,094
	Sig. (2-tailed)	,837	,599	,923	,411	,001	,214
	N	175	175	175	175	175	175
Q9	Pearson Correlation	-,055	,066	,048	,089	,203	-,043 ⁺
	Sig. (2-tailed)	,473	,382	,527	,239	,007	,570
	N	175	175	175	175	175	175
Q10	Pearson Correlation	,009	-,046	-,069	,044	-,173	-,042
	Sig. (2-tailed)	,905	,544	,363	,561	,022	,582
	N	175	175	175	175	175	175
Q11	Pearson Correlation	-,105	-,082	-,013	,074	,113	-,032

Q12	Sig. (2-tailed)	,165	,283	,865	,332	,137	,674
	N	175	175	175	175	175	175
	Pearson Correlation	-,067	,050	-,007	-,070	-,086	-,016
	Sig. (2-tailed)	,381	,515	,924	,355	,260	,832
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
Q1	Pearson Correlation	-,013	,079	,038	,140	-,067	-,094
	Sig. (2-tailed)	,863	,301	,614	,065	,382	,214
	N	175	175	175	175	175	175
Q2	Pearson Correlation	-,102	-,020	,044	,007 ⁺	,104	,001
	Sig. (2-tailed)	,179	,789	,565	,931	,169	,993
	N	175	175	175	175	175	175
Q3	Pearson Correlation	,200	,024	-,165	,074 ^{**}	-,051	,047
	Sig. (2-tailed)	,008	,754	,030	,330	,503	,539
	N	175	175	175	175	175	175
Q4	Pearson Correlation	-,076	-,066 ⁺	,086 ^{**}	,042	-,027	,046
	Sig. (2-tailed)	,317	,386	,257	,580	,722	,548
	N	175	175	175	175	175	175
Q5	Pearson Correlation	,134	,058	-,033	,009	-,160	-,061
	Sig. (2-tailed)	,078	,447	,661	,909	,035	,419
	N	175	175	175	175	175	175
Q6	Pearson Correlation	-,047	,028	-,051	,081	-,040	,081
	Sig. (2-tailed)	,540	,718	,500	,287	,602	,285
	N	175	175	175	175	175	175
Q7	Pearson Correlation	-,094	-,069	-,004	-,082	-,051	,076
	Sig. (2-tailed)	,214	,364	,961	,280	,499	,315
	N	175	175	175	175	175	175
Q8	Pearson Correlation	-,094	,150	,012	,047	-,041	,081
	Sig. (2-tailed)	,215	,047	,878	,540	,591	,285
	N	175	175	175	175	175	175
Q9	Pearson Correlation	,132	-,116	-,090	,030	,149	,046 ⁺
	Sig. (2-tailed)	,083	,126	,236	,689	,049	,543
	N	175	175	175	175	175	175
Q10	Pearson Correlation	-,011	,123	,072	-,122	-,008	-,146
	Sig. (2-tailed)	,888	,105	,343	,107	,912	,054
	N	175	175	175	175	175	175

Q11	Pearson Correlation	,069	,058	-,039	,133	-,070	-,057
	Sig. (2-tailed)	,367	,448	,610	,080	,356	,454
	N	175	175	175	175	175	175
Q12	Pearson Correlation	-,083	-,072	,108	,004	,007	,107
	Sig. (2-tailed)	,275	,346	,155	,958	,925	,159
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
Q1	Pearson Correlation	,108	-,032	,053	,162
	Sig. (2-tailed)	,157	,674	,490	,032
	N	175	175	175	175
Q2	Pearson Correlation	,052	-,057	-,136	,192 [*]
	Sig. (2-tailed)	,491	,457	,072	,011
	N	175	175	175	175
Q3	Pearson Correlation	-,002	,114	-,032	,321 ^{**}
	Sig. (2-tailed)	,981	,134	,678	,000
	N	175	175	175	175
Q4	Pearson Correlation	-,033	-,007 [*]	,045 ^{**}	,169
	Sig. (2-tailed)	,666	,923	,552	,025
	N	175	175	175	175
Q5	Pearson Correlation	,016	,124	-,083	,192
	Sig. (2-tailed)	,834	,101	,276	,011
	N	175	175	175	175
Q6	Pearson Correlation	-,188	,003	-,118	,168
	Sig. (2-tailed)	,012	,968	,119	,026
	N	175	175	175	175
Q7	Pearson Correlation	-,024	-,027	,025	,185
	Sig. (2-tailed)	,754	,719	,738	,014
	N	175	175	175	175
Q8	Pearson Correlation	-,119	,081	-,150	,238
	Sig. (2-tailed)	,116	,288	,047	,002
	N	175	175	175	175
Q9	Pearson Correlation	,212	-,097	-,086	,239
	Sig. (2-tailed)	,005	,203	,257	,001
	N	175	175	175	175
Q10	Pearson Correlation	,167	-,009	,055	,222
	Sig. (2-tailed)	,027	,910	,473	,003

	N	175	175	175	175
	Pearson Correlation	,008	-,101	-,010	,148
Q11	Sig. (2-tailed)	,919	,183	,897	,050
	N	175	175	175	175
	Pearson Correlation	,022	-,059	,240	,202
Q12	Sig. (2-tailed)	,776	,440	,001	,007
	N	175	175	175	175

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6
	Pearson Correlation	,102	,070	-,029	,030	,066	,126
Q13	Sig. (2-tailed)	,179	,360	,703	,691	,385	,098
	N	175	175	175	175	175	175
	Pearson Correlation	-,105	,054	-,023	,052 ⁺	-,017	-,009
Q14	Sig. (2-tailed)	,166	,481	,759	,496	,823	,906
	N	175	175	175	175	175	175
	Pearson Correlation	-,177	-,102	,058	,124 ^{**}	-,027	,094
Q15	Sig. (2-tailed)	,019	,178	,449	,102	,722	,216
	N	175	175	175	175	175	175
	Pearson Correlation	-,188	,094 ⁺	,002 ^{**}	-,003	,151	-,051
Q16	Sig. (2-tailed)	,013	,214	,984	,973	,046	,505
	N	175	175	175	175	175	175
	Pearson Correlation	,060	,026	,040	,028	-,158	-,018
Q17	Sig. (2-tailed)	,429	,732	,597	,716	,037	,811
	N	175	175	175	175	175	175
	Pearson Correlation	,084	,109	,094	-,031	,009	,195
Q18	Sig. (2-tailed)	,268	,151	,216	,689	,909	,010
	N	175	175	175	175	175	175
	Pearson Correlation	-,013	-,102	,200	-,076	,134	-,047
Q19	Sig. (2-tailed)	,863	,179	,008	,317	,078	,540
	N	175	175	175	175	175	175
	Pearson Correlation	,079	-,020	,024	-,066	,058	,028
Q20	Sig. (2-tailed)	,301	,789	,754	,386	,447	,718
	N	175	175	175	175	175	175
	Pearson Correlation	,038	,044	-,165	,086	-,033	-,051 ⁺
Q21	Sig. (2-tailed)	,614	,565	,030	,257	,661	,500
	N	175	175	175	175	175	175
Q22	Pearson Correlation	,140	,007	,074	,042	,009	,081

	Sig. (2-tailed)	,065	,931	,330	,580	,909	,287
	N	175	175	175	175	175	175
	Pearson Correlation	-,067	,104	-,051	-,027	-,160	-,040
Q23	Sig. (2-tailed)	,382	,169	,503	,722	,035	,602
	N	175	175	175	175	175	175
	Pearson Correlation	-,094	,001	,047	,046	-,061	,081
Q24	Sig. (2-tailed)	,214	,993	,539	,548	,419	,285
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
	Pearson Correlation	,040	,016	-,055	,009	-,105	-,067
Q13	Sig. (2-tailed)	,599	,837	,473	,905	,165	,381
	N	175	175	175	175	175	175
	Pearson Correlation	-,051	-,040	,066	-,046 ⁺	-,082	,050
Q14	Sig. (2-tailed)	,505	,599	,382	,544	,283	,515
	N	175	175	175	175	175	175
	Pearson Correlation	-,028	,007	,048	-,069 ^{**}	-,013	-,007
Q15	Sig. (2-tailed)	,717	,923	,527	,363	,865	,924
	N	175	175	175	175	175	175
	Pearson Correlation	,130	,062 ⁺	,089 ^{**}	,044	,074	-,070
Q16	Sig. (2-tailed)	,086	,411	,239	,561	,332	,355
	N	175	175	175	175	175	175
	Pearson Correlation	,099	-,251	,203	-,173	,113	-,086
Q17	Sig. (2-tailed)	,192	,001	,007	,022	,137	,260
	N	175	175	175	175	175	175
	Pearson Correlation	,226	,094	-,043	-,042	-,032	-,016
Q18	Sig. (2-tailed)	,003	,214	,570	,582	,674	,832
	N	175	175	175	175	175	175
	Pearson Correlation	-,094	-,094	,132	-,011	,069	-,083
Q19	Sig. (2-tailed)	,214	,215	,083	,888	,367	,275
	N	175	175	175	175	175	175
	Pearson Correlation	-,069	,150	-,116	,123	,058	-,072
Q20	Sig. (2-tailed)	,364	,047	,126	,105	,448	,346
	N	175	175	175	175	175	175
	Pearson Correlation	-,004	,012	-,090	,072	-,039	,108 ⁺
Q21	Sig. (2-tailed)	,961	,878	,236	,343	,610	,155
	N	175	175	175	175	175	175

Q22	Pearson Correlation	-,082	,047	,030	-,122	,133	,004
	Sig. (2-tailed)	,280	,540	,689	,107	,080	,958
	N	175	175	175	175	175	175
Q23	Pearson Correlation	-,051	-,041	,149	-,008	-,070	,007
	Sig. (2-tailed)	,499	,591	,049	,912	,356	,925
	N	175	175	175	175	175	175
Q24	Pearson Correlation	,076	,081	,046	-,146	-,057	,107
	Sig. (2-tailed)	,315	,285	,543	,054	,454	,159
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
Q13	Pearson Correlation	1	-,131	,065	,105	-,026	,127
	Sig. (2-tailed)		,083	,394	,166	,730	,093
	N	175	175	175	175	175	175
Q14	Pearson Correlation	-,131	1	-,020	-,039 ⁺	-,050	-,118
	Sig. (2-tailed)	,083		,790	,604	,515	,119
	N	175	175	175	175	175	175
Q15	Pearson Correlation	,065	-,020	1	-,005 ^{**}	,044	,054
	Sig. (2-tailed)	,394	,790		,952	,563	,479
	N	175	175	175	175	175	175
Q16	Pearson Correlation	,105	-,039 ⁺	-,005 ^{**}	1	-,132	,066
	Sig. (2-tailed)	,166	,604	,952		,083	,385
	N	175	175	175	175	175	175
Q17	Pearson Correlation	-,026	-,050	,044	-,132	1	,013
	Sig. (2-tailed)	,730	,515	,563	,083		,864
	N	175	175	175	175	175	175
Q18	Pearson Correlation	,127	-,118	,054	,066	,013	1
	Sig. (2-tailed)	,093	,119	,479	,385	,864	
	N	175	175	175	175	175	175
Q19	Pearson Correlation	,035	,079	,056	,035	,044	,026
	Sig. (2-tailed)	,647	,300	,460	,642	,561	,732
	N	175	175	175	175	175	175
Q20	Pearson Correlation	-,110	,007	-,040	-,057	-,053	,099
	Sig. (2-tailed)	,146	,929	,602	,450	,482	,191
	N	175	175	175	175	175	175
Q21	Pearson Correlation	,074	,132	,039	,042	-,028	-,090 ⁺
	Sig. (2-tailed)	,330	,081	,609	,579	,711	,235

	N	175	175	175	175	175	175
	Pearson Correlation	,127	-,201	,054	-,040	-,009	,082
Q22	Sig. (2-tailed)	,093	,008	,479	,601	,909	,279
	N	175	175	175	175	175	175
	Pearson Correlation	-,139	,238	-,077	,005	,101	-,051
Q23	Sig. (2-tailed)	,066	,002	,308	,953	,186	,507
	N	175	175	175	175	175	175
	Pearson Correlation	,093	,054	,141	,081	,057	,021
Q24	Sig. (2-tailed)	,219	,477	,063	,285	,451	,779
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
	Pearson Correlation	,035	-,110	,074	,127	-,139	,093
Q13	Sig. (2-tailed)	,647	,146	,330	,093	,066	,219
	N	175	175	175	175	175	175
	Pearson Correlation	,079	,007	,132	-,201*	,238	,054
Q14	Sig. (2-tailed)	,300	,929	,081	,008	,002	,477
	N	175	175	175	175	175	175
	Pearson Correlation	,056	-,040	,039	,054**	-,077	,141
Q15	Sig. (2-tailed)	,460	,602	,609	,479	,308	,063
	N	175	175	175	175	175	175
	Pearson Correlation	,035	-,057*	,042**	-,040	,005	,081
Q16	Sig. (2-tailed)	,642	,450	,579	,601	,953	,285
	N	175	175	175	175	175	175
	Pearson Correlation	,044	-,053	-,028	-,009	,101	,057
Q17	Sig. (2-tailed)	,561	,482	,711	,909	,186	,451
	N	175	175	175	175	175	175
	Pearson Correlation	,026	,099	-,090	,082	-,051	,021
Q18	Sig. (2-tailed)	,732	,191	,235	,279	,507	,779
	N	175	175	175	175	175	175
	Pearson Correlation	1	,102	-,082	,189	,120	,090
Q19	Sig. (2-tailed)		,181	,284	,012	,113	,239
	N	175	175	175	175	175	175
	Pearson Correlation	,102	1	-,095	-,021	,151	-,007
Q20	Sig. (2-tailed)	,181		,213	,781	,047	,925
	N	175	175	175	175	175	175
Q21	Pearson Correlation	-,082	-,095	1	,035	,059	-,046*

	Sig. (2-tailed)	,284	,213		,645	,436	,549
	N	175	175	175	175	175	175
	Pearson Correlation	,189	-,021	,035	1	-,027	,001
Q22	Sig. (2-tailed)	,012	,781	,645		,726	,991
	N	175	175	175	175	175	175
	Pearson Correlation	,120	,151	,059	-,027	1	-,052
Q23	Sig. (2-tailed)	,113	,047	,436	,726		,494
	N	175	175	175	175	175	175
	Pearson Correlation	,090	-,007	-,046	,001	-,052	1
Q24	Sig. (2-tailed)	,239	,925	,549	,991	,494	
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
	Pearson Correlation	-,164	,020	-,037	,221
Q13	Sig. (2-tailed)	,030	,790	,631	,003
	N	175	175	175	175
	Pearson Correlation	,086	,016	,044	,186 ⁺
Q14	Sig. (2-tailed)	,255	,838	,561	,014
	N	175	175	175	175
	Pearson Correlation	-,179	,270	,021	,262 ^{**}
Q15	Sig. (2-tailed)	,018	,000	,787	,000
	N	175	175	175	175
	Pearson Correlation	-,028	,029 ⁺	-,251 ^{**}	,204
Q16	Sig. (2-tailed)	,711	,699	,001	,007
	N	175	175	175	175
	Pearson Correlation	,131	-,103	,076	,165
Q17	Sig. (2-tailed)	,084	,175	,315	,029
	N	175	175	175	175
	Pearson Correlation	-,199	-,093	-,119	,232
Q18	Sig. (2-tailed)	,008	,219	,118	,002
	N	175	175	175	175
	Pearson Correlation	-,064	,027	-,099	,263
Q19	Sig. (2-tailed)	,401	,727	,194	,000
	N	175	175	175	175
	Pearson Correlation	-,029	,063	,118	,213
Q20	Sig. (2-tailed)	,706	,405	,119	,005
	N	175	175	175	175

Q21	Pearson Correlation	,199	,041	,100	,229
	Sig. (2-tailed)	,008	,588	,190	,002
	N	175	175	175	175
Q22	Pearson Correlation	-,052	,036	-,023	,240
	Sig. (2-tailed)	,495	,634	,763	,001
	N	175	175	175	175
Q23	Pearson Correlation	,160	-,110	-,028	,179
	Sig. (2-tailed)	,035	,147	,714	,017
	N	175	175	175	175
Q24	Pearson Correlation	,007	-,054	-,054	,278
	Sig. (2-tailed)	,924	,475	,479	,000
	N	175	175	175	175

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6
Q25	Pearson Correlation	,108	,052	-,002	-,033	,016	-,188
	Sig. (2-tailed)	,157	,491	,981	,666	,834	,012
	N	175	175	175	175	175	175
Q26	Pearson Correlation	-,032	-,057	,114	-,007 ⁺	,124	,003
	Sig. (2-tailed)	,674	,457	,134	,923	,101	,968
	N	175	175	175	175	175	175
Q27	Pearson Correlation	,053	-,136	-,032	,045 ^{**}	-,083	-,118
	Sig. (2-tailed)	,490	,072	,678	,552	,276	,119
	N	175	175	175	175	175	175
Total	Pearson Correlation	,162	,192 ⁺	,321 ^{**}	,169	,192	,168
	Sig. (2-tailed)	,032	,011	,000	,025	,011	,026
	N	175	175	175	175	175	175

Correlations

		Q7	Q8	Q9	Q10	Q11	Q12
Q25	Pearson Correlation	-,024	-,119	,212	,167	,008	,022
	Sig. (2-tailed)	,754	,116	,005	,027	,919	,776
	N	175	175	175	175	175	175
Q26	Pearson Correlation	-,027	,081	-,097	-,009 ⁺	-,101	-,059
	Sig. (2-tailed)	,719	,288	,203	,910	,183	,440
	N	175	175	175	175	175	175
Q27	Pearson Correlation	,025	-,150	-,086	,055 ^{**}	-,010	,240

	Sig. (2-tailed)	,738	,047	,257	,473	,897	,001
	N	175	175	175	175	175	175
	Pearson Correlation	,185	,238 ⁺	,239 ^{**}	,222	,148	,202
Total	Sig. (2-tailed)	,014	,002	,001	,003	,050	,007
	N	175	175	175	175	175	175

Correlations

		Q13	Q14	Q15	Q16	Q17	Q18
	Pearson Correlation	-,164	,086	-,179	-,028	,131	-,199
Q25	Sig. (2-tailed)	,030	,255	,018	,711	,084	,008
	N	175	175	175	175	175	175
	Pearson Correlation	,020	,016	,270	,029 ⁺	-,103	-,093
Q26	Sig. (2-tailed)	,790	,838	,000	,699	,175	,219
	N	175	175	175	175	175	175
	Pearson Correlation	-,037	,044	,021	-,251 ^{**}	,076	-,119
Q27	Sig. (2-tailed)	,631	,561	,787	,001	,315	,118
	N	175	175	175	175	175	175
	Pearson Correlation	,221	,186 ⁺	,262 ^{**}	,204	,165	,232
Total	Sig. (2-tailed)	,003	,014	,000	,007	,029	,002
	N	175	175	175	175	175	175

Correlations

		Q19	Q20	Q21	Q22	Q23	Q24
	Pearson Correlation	-,064	-,029	,199	-,052	,160	,007
Q25	Sig. (2-tailed)	,401	,706	,008	,495	,035	,924
	N	175	175	175	175	175	175
	Pearson Correlation	,027	,063	,041	,036 ⁺	-,110	-,054
Q26	Sig. (2-tailed)	,727	,405	,588	,634	,147	,475
	N	175	175	175	175	175	175
	Pearson Correlation	-,099	,118	,100	-,023 ^{**}	-,028	-,054
Q27	Sig. (2-tailed)	,194	,119	,190	,763	,714	,479
	N	175	175	175	175	175	175
	Pearson Correlation	,263	,213 ⁺	,229 ^{**}	,240	,179	,278
Total	Sig. (2-tailed)	,000	,005	,002	,001	,017	,000
	N	175	175	175	175	175	175

Correlations

		Q25	Q26	Q27	Total
Q25	Pearson Correlation	1	-,013	,101	,190
	Sig. (2-tailed)		,868	,184	,012
	N	175	175	175	175
Q26	Pearson Correlation	-,013	1	,077	,214 [*]
	Sig. (2-tailed)	,868		,310	,005
	N	175	175	175	175
Q27	Pearson Correlation	,101	,077	1	,161 ^{**}
	Sig. (2-tailed)	,184	,310		,033
	N	175	175	175	175
Total	Pearson Correlation	,190	,214 [*]	,161 ^{**}	1
	Sig. (2-tailed)	,012	,005	,033	
	N	175	175	175	175

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Reliability

Tingkat Kepentingan

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	175	100,0
Cases Excluded ^a	0	,0
Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,162	27

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	100,24	9,023	,021	,161
Q2	100,39	8,918	,001	,168
Q3	100,17	8,449	,130	,122
Q4	100,25	9,017	-,047	,188
Q5	99,89	8,929	,029	,158
Q6	100,20	9,000	-,004	,169
Q7	101,15	8,955	,032	,158
Q8	100,97	8,787	,075	,145
Q9	100,84	8,790	,082	,143
Q10	100,34	8,811	,028	,159
Q11	101,04	9,062	-,019	,173

Q12	101,49	8,884	,008	,166
Q13	101,62	8,822	,040	,155
Q14	101,47	8,940	-,004	,170
Q15	100,55	8,674	,075	,143
Q16	100,08	8,879	,019	,162
Q17	100,83	9,013	-,017	,173
Q18	101,82	8,813	,076	,145
Q19	99,94	8,703	,098	,137
Q20	99,79	8,865	,051	,152
Q21	99,81	8,824	,075	,146
Q22	100,82	8,790	,084	,143
Q23	100,99	8,965	,015	,163
Q24	100,38	8,617	,090	,138
Q25	99,85	8,936	,030	,158
Q26	100,53	8,848	,033	,157
Q27	100,58	9,039	-,044	,186

3.1.1.2 Kedatangan.

1. Baggage Conveyor Belt.

Tergantung dari jenis dan jumlah seat pesawat udara yang dapat dilayani pada satu waktu.

Idealnya satu *baggage claim* tidak melayani 2 pesawat udara pada saat yang bersamaan.

$L = \frac{(\sum p \times n)}{60 \text{ menit}} \times 20 \text{ menit}$ $= \frac{(\sum p \times n)}{3}$	
L $\sum p$ n	= panjang conveyor belt = jumlah pesawat udara saat jam puncak = konstanta dari jenis pesawat udara dan jumlah seat
Ketentuan : $L \leq 12 \text{ m}$ menggunakan tipe linier $L > 12 \text{ m}$ menggunakan tipe circle $L \leq 3 \text{ m}$ menggunakan gravity roller	

Tabel 3.4.46
Konstanta Jenis Pesawat Udara dan Jumlah Seat

No	Jenis Pesawat Udara	Seat	N	Panjang Conveyor Belt Minimum (m)	Jenis Conveyor Belt
1.	F27 – 30	52 60	8 12	3 4	Gravity roller Linier
2.	F28 –600	65 85	12 14	4 5	Linier
3.	DC9 – 32	115 127	12 20	4 7	Linier
4.	B737 – 200	86 125	14 20	5 7	Linier
5.	DC10 – 40	295 310	40 48	14 16	Circle
6.	B747 –300	408 561	55 60	19 20	Circle

2. Baggage Claim Area.

$A = 0,9 c + 10\%$	
A	= Luas <i>baggage claim</i> area (m ²)
c	= jumlah penumpang datang pada waktu sibuk

Tabel 3.4.47
Hasil Perhitungan Luas *Baggage Claim Area*

Terminal	Luas <i>Baggage Claim Area</i> (m ²)
Kecil	≤ 50
Sedang	51 – 99
Menengah	100 – 495
Besar	496 – 1485

3. Fasilitas Custom Immigration Quarantine.

Meja pemeriksaan paspor di layani oleh petugas imigrasi yang memeriksa keaslian paspor dan maksud tujuan kedatangan penumpang, serta apakah penumpang termasuk daftar *notice* dari kepolisian / interpol, serta pemeriksaan barang berbahaya/terlarang yang di bawa penumpang dan barang terkena bea masuk

$N = \frac{(a + b) t_2}{60} (+ 10 \%)$	
N	= jumlah gate passport control
a	= jumlah penumpang berangkat pada waktu sibuk
b	= jumlah penumpang transfer
t ₂	= waktu pelayanan counter (0,5 menit / penumpang)

Tabel 3.4.39
Hasil Perhitungan Jumlah Meja Pemeriksaan

Besar Terminal	Jumlah Meja Pemeriksa
Kecil	1
Sedang	1 – 2
Menengah	2 – 6
Besar	6 – 17

4. Hall Kedatangan.

Hall kedatangan harus cukup luas untuk menampung penumpang serta penjemput penumpang pada waktu sibuk. Area ini dapat pula mempunyai fasilitas komersial.

$A = 0,375 (b+c+2.c.f) + 10\%$	
A	= Luas area hall keberangkatan (m^2)
b	= jumlah penumpang transfer
c	= jumlah penumpang datang pada waktu sibuk
f	= jumlah pengunjung per penumpang (2 orang)

Tabel 3.4.49
Hasil Perhitungan Luas Hall Kedatangan

Terminal	Luas Hall Kedatangan (m^2)
Kecil	≤ 108
Sedang	109 – 215
Menengah	216 – 1073
Besar	1074 – 3218

5. Kerb Kedatangan.

Lebar kerb kedatangan sama seperti pada terminal keberangkatan dan panjang kerb sepanjang sisi luar bangunan terminal kedatangan yang bersisian dengan jalan umum.

Tabel 3.4.50
Hasil Perhitungan Lebar Kerb

Penumpang Waktu Sibuk (orang)	Lebar Kerb Minimal (m)	Panjang (m)
≤ 100	5	Sepanjang Bangunan Terminal
≥ 100	10	

6. Rambu (Sign).

Rambu / graphic sign pada terminal kedatangan pada intinya sama dengan pada terminal keberangkatan, yang membedakan hanya isi informasinya (mengenai kedatangan)

7. Fasilitas umum/Toilet.

Fasilitas umum / toilet pada terminal kedatangan mempunyai acuan yang sama seperti pada bangunan terminal keberangkatan